



National Transportation Safety Board

Washington, D.C. 20594
Office of Marine Safety

Date: 05/17/07 at 14:00 PM

Place: Phone Interview, Juneau, AK

Person Interviewed: Mike Patterson – Emergency Programs Manager, City of Juneau

Interview Conducted By: Liam LaRue, NTSB

INTRODUCTION

Mike Patterson was interviewed in conjunction with the Marine Accident Investigation concerning the *M/V Empress of the North*. The text that follows is not a verbatim record of the conversation. It has been developed from my handwritten notes of the conversation and is correct and complete to the best of my knowledge and recollection.

INTERVIEW

- He has been the Emergency Programs Manager for the City of Juneau for just under 3 years.
- He received a call from 911 dispatch at 0300 and was told of the situation. The ETA for passengers arriving was initially 0500.
- At 0314 he notified the City manager.
- At 0315 he notified the Red Cross
- At 0318 he notified Mark Matsil, the logistics chief
- At 0322 the Fire operations called him
- At 0325 he notified police he was standing up the EOC.
- At 0328 he spoke to Mark Matsil and confirmed that Centennial Hall was open/available.
- At 0339 he notified Red Cross that Centennial Hall was open for them.

- At 0345 he notified State Emergency Coordination Center and requested the 49th Military Brigade.
- At 0350 he notified the hospital in Juneau and told them that there was an incident with 281 persons, with unknown casualties. The hospital began preparing for a mass casualty incident.
- At 0410 he received a call from the Commander of the 49th Brigade.
- At 0415 he received a call from the Coast Guard stating that there were no casualties and no missing.
- From 0415-0445 he set up the Emergency Operations Center with Martin Beckworth from the Fire Department, and stood up the unified command with CG and others.
- At 0500 Drew Greene arrived at the Emergency Operations Center
- At 0534 a Red Cross representative arrived at the EOC.
- At 0545 he updated the City Manager
- At 0640 he told Customs about the passengers coming into Juneau.
- He thinks that they worked well as a group in responding
- The Coast Guard required that there were pumps and damage control equipment at the dock when the Empress arrived
- The Empress arrived at around 1000.
- There was some delay in getting the Columbia back to dock – most likely due to accountability issues.
- Accountability was the biggest concern during the evolution.
- The Columbia was underway back to port at around 0915 and arrived about 2 hours later.
- The 49th Brigade provided security and split between the ferry dock and Centennial Hall.
- Eight busses were waiting for passengers at the Ferry dock. Names were taken on the busses and compared with the master manifest at Centennial Hall.
- The passengers checked in at Centennial Hall, where they were fed breakfast.
- The first passenger arrived at Centennial Hall at around 1130 or 1145.
- His understanding was that one passenger was taken to the hospital from the Ferry pier.
- He recalled an EMS crew and an ambulance at the ferry pier when the Columbia arrived. They did a quick check of all passengers there.
- A couple of other patients needed to be looked at upon arrival at Centennial Hall. They were not injuries resulting from the accident, but check-ups on pre-existing conditions.
- The City of Juneau developed the Cruise Ship Shoreside Response Plan in 2004
- They have pre-identified landing sites so the CG Captain of the Port makes the determination on what landing site they prefer – the City then provides security, work with the affected party, and provide transportation.
- They worked with the Red Cross to bring in chairs and cots to Centennial Hall
- The Cruise lines provide food and transportation out of Juneau.
- They drill the response plan every year – prior to cruise season they do some sort of drill/exercise.
- The last drill conducted was on 22-23 January in Anchorage.
- All major players get together for the drills.

END OF INTERVIEW

Liam LaRue